



## SUPPORT CONTRACT OPTIONS

Exclusive Consult. Special Offer. Initial three months FREE on new customer silver and gold contracts

### SILVER

Key benefits include

- Preventative on-site maintenance cover for PCs, workstations and servers.
- Regular remote checks.
- Discounted hourly support charges.
- Priority service with service level agreement.
- 24/7 out-of-hours emergency support.
- Support for mobile devices including Apple iOS and Android.
- Access to discounted support for business staff members.
- Microsoft Partner Network Business Critical Support.
- Island-based engineers and office staff.

### GOLD

#### Key benefits include (plus all the benefits of Silver)

- Inclusive of all labour fees to maintain operation providing a fixed monthly budget for IT support costs.
- No ad hoc labour charges.
- Options on dedicated weekly site visits from a nominated engineer.
- Consultancy and IT planning reviews.

## Drop Off and Collect Service

Visit our walk-in Computer Repair Workshop on Ryde Business Park just off Great Preston Road.

- Desktop PC Repair
- Laptop Repair
- Virus and Spyware removal
- Upgrades and PC Health Checks
- Advice and Consultancy
- Insurance Reports



### PC Consultants Gets Social

Of course we have always been a friendly group of people, but this autumn we became even more social with the launch of our Twitter page. We're called @PC\_Consultants. We'll be using it to keep you up to date with what's new and innovative in the IT world. You can use it to ask us advice at the touch of a button. Follow us to keep ahead of our news and drop-in sessions over the coming year.



Your tweets might even end up in our next newsletter!



Call us on:  
**01983 811711**

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# Consult.

issue.two

IT news and views for the Island's businesses



see the back page for this month's fantastic Consult. Special Offer on support

## Welcome to Consult.

I'm Jonathan Thornton, MD of PC Consultants. We are a Ryde-based firm of forward-thinking IT experts and this is our spring/summer 2012 newsletter.

It's been a hectic few months in the ever-changing world of information technology. We've said goodbye to innovative CEO Steve Jobs. The Apple leader changed the world in which we work. Even if you're not an Apple fan you can't deny the impact his work had in changing the way businesses operate.

Over the last few months we've welcomed a host of new products. We've even been allowed a few glimpses of the exciting new Microsoft Windows 8 which is set to be released in 2012. It's such an exciting product that we decided to feature it at our recent Consult Clinic which we held in Newport. It was great to meet so many of you there. As ever, we loved to hear your thoughts on the products that we had on show. You can read more inside

this newsletter as well as get a sneak preview of when our next Consult Clinic will take place.

Elsewhere the market continues to be challenging. I'm confident that the systems PC Consultants can introduce to your office will help you raise productivity and save you time and money. Do you currently rely on a trusty PC that's been with you for years? The time that's lost waiting for it to boot-up, or forcing it to restart, can make all the difference if you're trying to ensure that your business is working to its full potential.

Meanwhile we're continuing to work with and transform the office lives of some of the Isle of Wight's leading businesses. You can read about how we made sure that a leading firm

of solicitors was able to work in a seamless fashion across a number of sites, improving its response times and efficiency.

In other news...here at PC Consultants we're moving with the times. From our home on Ryde Business Park we're embracing social media. See inside to find out how you can follow our tweet and message us over the next few months. We always welcome your follows and interaction.

Finally from me, a quick reminder. Whether you're working in a small shop with a single PC or operating an office with a complex network that's groaning under the workload, PC Consultants is always available for a friendly chat. Let us make your business life easier!

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# Meet The Team

## PCC AT YOUR SERVICE



**Jonathan Thornton** our Managing Director, has spent ten years working at PC Consultants progressing from a workshop technician back in 2001. Born on the Island, he has always had a genuine interest in IT starting with the early days of Windows 3.1. His technical expertise is paired with the ability to work with customers in an efficient, understandable and non-patronising manner. Jonathan is renowned for his infatuation with the latest technology releases especially those from a certain fruit-based company; he even has a pet cat called Gadget!



**Mike Grossmith** is a PC Consultants Engineer. His career in IT spans back as far as 1972 working at major blue chip companies including Digital Equipment, Lloyds Bank and Credit Suisse. As a Microsoft Certified Systems Engineer he provides valuable planning, strategy and implementation support for a variety of customer projects.

Mike moved to the Island in 2006 escaping life in the city and allowing more time to work with his interest in photography.



**Tim Brown** our Engineering Director, has worked for the company from its earliest days. He graduated from Imperial College in 1992 with a degree in Information Systems Engineering.

Tim also holds a variety of industry qualifications including being a Microsoft Certified Professional and Technology Specialist.

He is a keen enthusiast of the PC gaming scene and associated high performance systems.



**Craig Gilbertson** Engineer. Craig has been with PC Consultants for the last eight years building valuable hands-on experience with various server and workstation platforms.

As a nominated technician for several of our Gold Contracts, he has a proven skillset in working directly with customer staff.

Born in Manchester he moved to the Island in 2002 and remains a committed Manchester United fan.



**Tony Morris** is our Workshop Manager and is also responsible for the workstation element of our preventative maintenance plans.

Having worked at PC Consultants since 2002, Tony is a familiar face to our clients and always on hand to help answer customer queries.

A born again biker at heart, he loves riding his Suzuki Bandit!

## Client Profile and Case Study

### RJR Solicitors



**Nick Gale of RJR Solicitors**, a Partner and self-confessed IT enthusiast who has previously worked in the IT world, explains why he consulted PC Consultants to identify possible ways the practice could bring their four offices IT together. The objective was to enable Partners to work in a seamless fashion with the same files from any location to improve response times to clients and the overall efficiency of the practice.

#### What services does RJR offer and how long have you been in business?

RJR Solicitors (formerly Robinson Jarvis & Rolf) have been serving the Isle of Wight community since the late nineteenth century when John Robinson opened an office in Ryde. Since that time the business has grown to become the largest, locally-owned, firm of solicitors on the Island. RJR offers the full high street range of legal services from Wills and conveyancing to dispute resolution and commercial work.

#### What was the issue that you wanted to solve?

It had been 10 years since we last asked PCC to audit our PC assets and in that time working arrangements and client expectations had changed radically. With different systems at each office and no interconnectivity we needed to find a way to link the four offices together so our Partners could access the same file at any location and from their homes if necessary. The solution needed to facilitate our specialist legal case management software as well as proprietary operating systems and applications.

#### Why did you select PC Consultants?

PCC had a good track record with us and we trusted the team to help us. We valued the relationship we had built up with them, they understood our business, and we expected that they would offer practical solutions and pragmatic advice at value-for-money prices.

#### How did they go about meeting your requirements?

After a period of assessment and discussion of several approaches, with the associated costs, the first action was to replace the old technology with a terminal server in Ryde. This allowed us to link up the offices across the Island and PCC recommended use of "server virtualisation" technology maximizing use of the hardware. Instead of requiring a separate physical computer for each server, many virtual servers can safely co-exist.

PCC managed the downtime effectively which meant that to the normal user the change over was invisible.



## Drop-in Session

We had a fantastic time this autumn as we held our first ever PC Consultants...Consult event at Quay Arts, Newport.

We used the drop-in advice session to showcase the developer's version of Windows 8, the state-of-the-art operating system. We also demonstrated the transformative Microsoft Small Business Server 2011.

Thanks so much to all of you who popped in. It was great to see you there. If you missed out on this chance to find out how these new systems could impact your business for the better, don't worry. PC Consultants would be happy to demonstrate them to you.

Give us a call, email or tweet us and we'll arrange a time to suit. We plan to hold another drop-in session later this year, so watch out for more details, or follow us on twitter to make sure you're up to date with what we're planning.



## Just a few of our SATISFIED CUSTOMERS



#### What impressed you?

The PCC team are very supportive, they had thought things through, were sensitive to our business needs and were also conscious of the different levels of user ability in the practice and took time to explain changes. They were proactive, thinking ahead and putting our future requirements into perspective for us.

#### Would you recommend PC Consultants to other enterprises?

Yes of course. They came into the project with an open mind and appreciated that they needed to understand our business needs fully; when we had agreed the solution it was delivered smoothly and in an unobtrusive way that enabled us to focus on continuing to serve our clients.